AS400 - Add Franchise Codes

Article Number	000004709
Article Type	Procedure
Title	AS400 - Add Franchise Codes
Purpose & Scope	

Guide to add a Franchise Code in the AS400 system.

Procedure

A franchise dealer cannot enter a closed sale in Simulcast without having the Franchise Code entered in the Facilitating Auction's AS400 system. Note that we are unable to enter franchise codes to allow dealers to enter closed sales at independent auctions.

- See this KB Article for directions to add a **Ford** Franchise Code in the AS400.
- See the article on Dealer Access To A Closed Sale in OVE for information on **OVE** Closed Sale inquiries.

Follow the steps below to verify the dealership is a Ford Franchise:

- Log into AuctionACCESS.
- Select an **Auction Location** from the drop-down.
- Type in the **5Mil** number in the Quick Search field.
- Press **Enter**.
- Click **Franchises*** at the bottom left to verify that the dealership is a Ford Franchise. Ford, Lincoln, and Mercury are part of the same group.

Follow the steps below to add any other Franchise Codes:

- Go to the **AS400** → **Maint 55** → Select the **Facilitating Auction** → **Enter** → **Login** again to gain access to the auction's local AS400.
- At the top of the screen Select Menu and type **Dealer**, tab to Select Option and type **01** → **Enter**.
- Type dealer's **5Mil** number → Press **Enter** through each page until on the **Factory/Lease/Franchise Information** page.
- If the dealer's Franchise Code is not on one of the lines in the **Franchises** section, place the cursor on the first empty line, press **F1** to bring up the list of codes.
- **Page Down** until the correct Franchise code is found → Select the **Code**, then press **Enter**. This will automatically choose and place the code on one of the lines available at the top of the page.
- Press **Shift + F3** to view Franchise Codes* in number format.
- Press **Shift + F7** to locate the correct or updated Franchise Code for the account. *(NOTE: If the correct code does not display, access the dealership in AS400 and go to the Factory/Lease/Franchise*

Information screen. Hit **Shift + F3**, then hit **Shift + F7** to search for the franchise code. If unable to locate the ccde, reach out to the **auction** to have them assist with updating the franchise code. Also, there are some franchise code numbers that **Tier 2** can find in another system in the event the client doesn't know what their own franchise code number is).

- Enter the **Code** in the upper right-hand corner.
- Press **Enter**. This will bring up another window.
- Type the **Dealership Name** → Press **Enter**. This will bring up a list of dealerships.
- Select the one that matches the dealer's **Account Name** and address.
- Press **Enter** through the rest of the pages until back to the home screen for the update to be processed. The account information will automatically update.

Ask the client to press **F5** to refresh their browser and reattempt to access the sale in order to confirm the issue resolution.

If a Client Care Representative is unable to add a Franchise Code, they should ask a Supervisor, a fellow CCR for assistance.

*If the Franchise Code is neither in the AS400 nor in AuctionACCESS, the CCR must contact the Facilitating Auction's **Dealer Registration Department** so they can add it to the AS400. The auction maintains a constantly updated list of all franchise dealerships and codes. A dealership might have been recently added to the list as a new franchise or recently restored to the list after being temporarily unauthorized. The auction will have to perform a data download to get the most updated version of the list transmitted to AS400.

<u>Main Factory Franchise Codes</u>

- **CHR** - Chrysler
- **For** - Ford
- **GM** - General Motors
- **HYUN** - Hyundai
- **MAZD** - Mazda
- **MITS** - Mitsubishi
- **NIS** - Nissan
- **TOY** – Toyota
- **VW** – Volkswagen

Comments ────────────────────────────────────

Additional Comments

Created Date   7/10/2019 1:52 PM

Vicki Article Number   KBA-01269-76N8MM

Vicki Date   3/22/2012